

Customer Logistics Aftermarket (m/w/d)

Ihre Aufgaben

Order Management (Order-to-Cash Process):

- Efficient and reliable customer order management in an international environment
- Order fulfillment as agreed with the customer "On-Time & In-Full" (OTIF)
- Maintenance of accurate order data in various SAP systems (including EDIs (Inbound/ Outbound), framework agreements with delivery schedules) and proper documentation
- Review of orders/ call-offs; checking for order inconsistencies and clarification with involved interfaces
- Review/ creation of logistical master data; e.g., carrier, unloading point, sales district, partner functions
- Clarification of production status/ delivery status with internal interfaces (Demand Planning)
- Handling of backlogs (including allocation management) + proactive customer communication
- Organization of shipments and initiation of delivery requests to warehouse/ shipping
- Tracking/ ensuring successful goods receipt at the customer
- Regular and transparent order book reporting

Communication (after order placement):

- Handling inquiries about:
 - Delivery time/ availability/ delivery date/ order status (if contract/ price list available)
 - Products and/ or services
 - Prices, if a predefined standard price list is available (public information)
 - Technical product information after order placement (according to catalog)
 - "Offering product alternatives" after order placement
 - "Receiving new product requirements" after order placement and forwarding to sales
- Responsible for customer escalations (e.g., capacity or bottlenecks)

Complaint handling:

- Handling of logistical complaints including recording in the system

Ihr Profil

- Commercial training (apprenticeship) with initial professional experience in customer logistics or similar
- Knowledge of order processing
- Logistics knowledge and logistics experience advantageous
- Strong assertiveness and communication skills



Job ID
REF77157C

Arbeitsbereich
Logistik

Standort
Timișoara

Leadership Level
Leading Self

Job Flexibilität
Hybrid Job

Rechtliche Einheit
ContiTech Antriebssysteme GmbH

- SAP knowledge (several years of experience), SD module advantageous
- Fluent German and English skills

Applications from severely disabled people are welcome.

Unser Angebot

What we offer:

- **The 13-th salary** - Paid once a year, in December;
- **Meal tickets** - With a value of 40 Ron;
- **Hybrid schedule** - Work-life balance is important, so we offer a flexible schedule. Please agree on this with your superior;
- **Private Health Insurance** - Health is the most important, so we offer you a medical subscription through Signal Iduna;
- **Referral bonuses** - We encourage colleagues to refer new candidates to us and, at the same time, to get the chance to receive a bonus;
- **Bookster** - Feed your body and your mind. You can borrow books and you'll receive them at the office;
- **Sports benefits** - It's important to stay active, so we offer you the 7Card;
- **Discounts at our partners** - We collaborate with different vendors, and we receive discounts for various products/ services like rubbers, restaurants, kindergartens, etc;
- **System for Rewarding Improvement Ideas** - We have an internal improvement program (Continental Idea Management) that gives you the opportunity to come up with ideas and to be honored with an attractive bonus (this is established by the CIM team according to your improvement idea);
- **Happy days** - If you or your child is getting married, or you become a parent, you receive some extra free days;
- **Life events celebration** - If your family is growing, we praise your newborn with a bonus;
- **Unfortunate events** - In case of unhappy events in your life, we support you by offering you free days and financial support (handled on a case by case basis);
- **Extra vacation days** - You begin with 22 vacation days/year, and starting with the 3rd year with us, we offer you 1 more day of vacation and, afterward from 2 to 2 years you'll get one more extra day (the maximum you can achieve is 27);
- **Transport from the Timisoara area** - You can choose to come with the bus provided by the company if you'll work from the plant location/office;
- **Professional development** - Many opportunities to develop yourself within the company;
- **Diversity and multicultural mindset** - We encourage you to join us no matter who, where, or what you are. We have colleagues from different nations and a variety of languages are spoken in our company.

Ready to drive with Continental? Take the first step and fill in the online application.

Über uns

Continental develops pioneering technologies and services for sustainable and connected mobility of people and their goods. Founded in 1871, the technology company offers safe, efficient, intelligent and affordable solutions for vehicles, machines, traffic and transportation. In 2022, Continental generated sales of €39.4 billion and currently employs around 200,000 people in 57 countries and markets.

The ContiTech group sector develops and manufactures, for example, cross-material, environmentally friendly and intelligent products and systems for the automotive industry, railway engineering, mining, agriculture and other key industries. Guided by the vision of “smart and sustainable solutions beyond rubber,” the group sector draws on its long-standing knowledge of the industry and materials to open up new business opportunities by combining various materials with electronic components and individual services.